

Transcript of Proceedings, 9/20/2007  
Volume VII

Public Service Commission of Wisconsin  
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1                                   BEFORE THE  
2                   PUBLIC SERVICE COMMISSION OF WISCONSIN  
3    -----  
4    INVESTIGATION OF AREA CODE RELIEF   )  
5    FOR THE 715 AREA CODE IN NORTHERN   )           Docket No.  
6    WISCONSIN                            )           5-TN-100  
7                                    )  
8    -----  
9                                   TRANSCRIPT OF PROCEEDINGS  
10                                  VOLUME 7 (PUBLIC)  
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13   Reported By:  
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18  
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24  
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Transcript of Proceedings, 9/20/2007  
Volume VII

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A P P E A R A N C E S

NEUSTAR:

JOSEPH R. COCKE, Neustar, 1445 E. Los Angeles  
Avenue, Suite 301-N, Simi Valley, California 93065.

CENTURYTEL:

WILL LaBRECHE

PHYLLIS HADDICK and WILLIAM HADDICK, W3274  
Haddick Road, Springbrook, Wisconsin.

DAN ANDERSON, Cable, Wisconsin.

DAVE CARTER, 20145 W. Crystal, Cable,  
Wisconsin.

THOMAS MATTSON, Hayward, Wisconsin.

OF COMMISSION STAFF:

Kathy Bakke

Joyce Dingman

(FOR INDEX SEE BACK OF TRANSCRIPT.)

Transcript of Proceedings, 9/20/2007  
Volume VII

1 (Proceedings, 1:00 p.m.)

2 MS. DINGMAN: Hi and welcome to the 715  
3 Area Code hearing. As Kathy said, we really  
4 appreciate you coming to this hearing. It's  
5 important for us to hear what the public thinks  
6 about the possible plans for dealing with the area  
7 code problem. We really do appreciate you coming  
8 out.

9 My name is Joyce Dingman, and I'm on the  
10 numbering team with the Public Service Commission,  
11 which we'll just call the PSC for short. I'd like  
12 to introduce a couple other folks, Kathy Bakke,  
13 she's the head of the numbering team of the PSC, and  
14 sorry, that's the court reporter. Joe Cocke, he is  
15 the -- he works with Neustar, which is the North  
16 American Numbering Plan Administrator. You'll hear  
17 us probably refer to that as NANPA, and they are a  
18 neutral third-party administrator of all numbering  
19 resources throughout North America. He's going to  
20 talk a little later about what's going on with 715  
21 and then we'll ask for questions and comments.

22 Sir, we have some handouts at the side if  
23 you'd like them.

24 SPEAKER: I'm here to represent  
25 CenturyTel.

Transcript of Proceedings, 9/20/2007  
Volume VII

1 MS. DINGMAN: Welcome.

2 As I said, we have a court reporter here,  
3 and since we've done this presentation a few times  
4 already, I'm going to ask her to go off the record  
5 while we do the presentation so she's not typing it  
6 multiple times, and then before we ask for questions  
7 or comments I'll have her come back on the record  
8 and so that will be recorded for the commissioners.

9 You can go off the record.

10 (Discussion held off the record.)

11 MS. DINGMAN: Before we ask for folks to  
12 give us their comments, does anybody have questions  
13 about the information we've given out so far?

14 (No response.)

15 MS. DINGMAN: Okay. Then this is your  
16 chance to let us know your thoughts on this matter.

17 Our first speaker is William Haddick.

18 WILLIAM HADDICK, PUBLIC WITNESS

19 DIRECT TESTIMONIAL STATEMENT

20 MR. HADDICK: My question is will this  
21 have anything to do with our Internet providers and  
22 service that we receive through our phone company,  
23 or is this just a question and answer series on just  
24 the prefix change?

25 MR. COCKE: I guess that depends on does

Transcript of Proceedings, 9/20/2007  
Volume VII

1           your Internet provider provide telephone service.

2           If they do, then they would be impacted as well.

3                     If you have a dial-up service provider,  
4           like if you dial a local number to reach your  
5           Internet connections, if that number is within the  
6           area that changes and you change as well, if it's a  
7           split and you're on the same side of the split line,  
8           then you'd still have seven digit dialing if you're  
9           dialing seven digits now. If they're on the other  
10          side of the split line and it was a seven digit dial  
11          number but they change, then they would be impacted.  
12          Or if you change, you'd still would be impacted on  
13          the dialing arrangement.

14                    If they went with an overlay, then your  
15          dialing would have to change, you'd have to go to 10  
16          digit dial-up. So it depends on the number that  
17          that service provider provides to you. Now if they  
18          are a -- if they're an Internet service provider  
19          that provides Voiceover IP service and you get a  
20          telephone number from them, if that telephone number  
21          is impacted by the area code change, that would  
22          impact you as well. So it kind of depends on the  
23          kind of service you're getting from the Internet  
24          provider directly.

25                    One thing that you should remember though

Transcript of Proceedings, 9/20/2007  
Volume VII

1 is that even if you have to start dialing 10 digits  
2 or your area code changes or their area code  
3 changes, if it's a local call for you to dial it  
4 now, it will still be a local call for them to dial  
5 it.

6 MR. HADDICK: Maybe I'm in the wrong  
7 meeting time because what I'm curious about is if  
8 this will improve our service or not because we seem  
9 to have so much disconnects. So there must be a  
10 glitch in some computer somewhere in some exchange  
11 that causes it because it seems just like any little  
12 thing drops our service.

13 MS. DINGMAN: Yeah. This won't have any  
14 impact on your quality of your service.

15 MR. HADDICK: I didn't think so.

16 MS. DINGMAN: Although there's some folks  
17 from local companies in the back row, I don't know  
18 if one of them is your provider, you might be able  
19 to talk to them today, but this change won't have  
20 any impact on the quality of your Internet service.

21 MR. HADDICK: The reason I'm here, we have  
22 pretty good service for this northern region up  
23 until the middle of February and having nothing but  
24 grief since then, and I know this is not the  
25 department or right meeting, but there has to be

Transcript of Proceedings, 9/20/2007  
Volume VII

1 something, some glitch somewhere that's causing this  
2 because it just doesn't start seven -- six, seven  
3 years.

4 MS. DINGMAN: Who is your phone provider?

5 MR. HADDICK: Discover from Eau Claire but  
6 CenturyTel is our provider here and we've  
7 troubleshooted with them and it seems like it's good  
8 for a while and I mean I'm just not satisfied with  
9 the service for our Internet. Sure, the phone  
10 service is fine in voice communication but not for  
11 Internet.

12 MS. DINGMAN: Gentleman on the end with  
13 the blue hat is from CenturyTel. He might be able  
14 to help you out after the hearing.

15 MR. HADDICK: Sure, you're welcome.

16 MS. DINGMAN: Dave Carter.

17 MR. CARTER: Carter.

18 MS. DINGMAN: From Cheqtel.

19 DAVE CARTER, PUBLIC WITNESS

20 DIRECT TESTIMONIAL STATEMENT

21 MR. CARTER: I guess we don't really have  
22 a position as a provider, I guess it doesn't really  
23 matter, I guess there's issues with both. The one  
24 thought I had is when we go to 10 digit dialing, if  
25 it is an overlay, you know, I just wonder what the

Transcript of Proceedings, 9/20/2007  
Volume VII

1           impact is with the cellular then because if we do go  
2           back to time sensitive on the cellular, right now  
3           any cellular call you dial 10 digit numbers not  
4           unless it's a local -- local prefix, but you're not  
5           charged either way. So is there going to be  
6           confusion as we go forward if for some reason the  
7           cellular companies have to start charging.  
8           Basically all their calls outside the area are 10  
9           digits.

10                   MS. DINGMAN: There may be confusion I  
11           guess it would be my -- my comment. There is, you  
12           know, we try to build in a lot of time before the  
13           mandatory dialing period starts, which is the period  
14           where you have to dial the right area code or you  
15           don't get through. We try to build in a lot of time  
16           before that happens so that there's time for good  
17           customer education.

18                   MR. CARTER: Well, you know, none of us  
19           know where we're going a little bit.

20                   MS. DINGMAN: Right.

21                   MR. CARTER: I can say I think it's going  
22           to be unlimited long distance and whatever and then,  
23           you know, something can come up on the federal level  
24           or whatever that can change that.

25                   MS. DINGMAN: Uh-huh.

Transcript of Proceedings, 9/20/2007  
Volume VII

1 MR. CARTER: And I guess that's my only  
2 concern with the cellular calling is, you know,  
3 right now it's 10 digit, we go to 10 digit. In some  
4 respects I lean that way because almost everybody  
5 has a cell phone, they're used to dialing 10 digits  
6 anyway, but if all of a sudden there's a charge  
7 there and we make everything 10 digit, then the  
8 comment that it's still going to be a local call.

9 MR. COCKE: I think one thing in a  
10 cellular world there's many providers that will have  
11 a lot of wide calling area, and it's built into your  
12 package, your calling package, and they don't  
13 discriminate between a local call and a toll call  
14 business-wise.

15 MR. CARTER: Exactly.

16 MR. COCKE: And of course when you're a  
17 land line today you make a toll call, you got to  
18 dial a one plus a 10. You kind of know it's a toll  
19 call because you got to dial that one. If everybody  
20 dials a 10 digit for a local call, you'd still have  
21 that one or one plus 10 to discriminate between toll  
22 and local.

23 MR. CARTER: But what happens if the FCC  
24 comes back and says they're going to change the LATA  
25 calling for the cellular or vice versa for us

Transcript of Proceedings, 9/20/2007  
Volume VII

1           because I mean that's the big argument somewhat is  
2           the free calling for the cellular is not the same as  
3           the free calling for us as land based company and  
4           are we going to go to matching them up eventually.

5                   MR. COCKE: That's -- I think that's an  
6           individual telephone company business plan and, you  
7           know, there's everything from the access charges to  
8           interLATA calling and what kind of service that they  
9           want to -- want to offer their customers, but of  
10          course the, you know, an area code decision, a  
11          change in an area code is not supposed to have any  
12          change in the cost of your call.

13                  MR. CARTER: Right.

14                  MR. COCKE: But on the long range basis,  
15          if everybody goes to 10 digit dialing, then you're  
16          probably going to have another little segment or  
17          element of competition where instead of going  
18          mileage rates everybody's going to go to Postal  
19          rates, you know.

20                  MR. CARTER: Right.

21                  MR. COCKE: So that's a -- that's a major  
22          industry issue I think because, you know, some phone  
23          companies, they rely on your toll rates to survive.

24                  MR. CARTER: Right.

25                  MR. COCKE: There's access charges and

Transcript of Proceedings, 9/20/2007  
Volume VII

1 toll rates. That's one of the reasons you see so  
2 many rate areas in this area code. You got a lot of  
3 phone companies and that's part of their revenue  
4 structure.

5 MR. CARTER: Has Neustar made any  
6 projection if we pool, because I just got the notice  
7 from the Public Service Commission that you are  
8 going to address the other rate centers that are not  
9 pooling, how much longer, how far that will project  
10 it out besides, you know, the exhaust that we're  
11 projecting now? If every one of us phone companies  
12 gave back thousands of numbers that we're not using  
13 in each exchange, do you have any projections on  
14 what that will have done?

15 MR. COCKE: We really don't know the  
16 impact yet until after, once there's an order. The  
17 PSC has to take comments and then issue an order and  
18 then the implementation period starts, and it  
19 depends on how many blocks of numbers are donated to  
20 the pool and then the forecasted demand from  
21 everybody. So we have to have another round of  
22 forecasting before we can really determine the  
23 projection.

24 It's kind of hard to tell right now. You  
25 know, out of the 253 rate areas, there's -- there

Transcript of Proceedings, 9/20/2007  
Volume VII

1           were originally 25 mandatory rate centers and then  
2           right now out of the area 228 optional rate centers,  
3           optional pooling. These are rate centers that where  
4           service providers can opt to pool. There's about 95  
5           rate centers that have blocks or assignment. So  
6           that means there's a significant amount of pooling  
7           taking place already so not quite 50 percent of  
8           those areas that were not required to pool have some  
9           form of pooling already.

10                   MS. BAKKE: Joe, can I insert something  
11           here?

12                   MR. COCKE: Sure.

13                   MS. BAKKE: About 18 months ago as the  
14           docket coordinator on the numbering cases before the  
15           Commission, I was approached by a cellular provider  
16           about 18 months ago, and they were in the next  
17           couple of years going to be making some significant  
18           expansion in their service territories. And from a  
19           corporate standpoint they were very reluctant to  
20           take full prefix codes, 10,000 numbers going into an  
21           area where a thousand would be more than adequate to  
22           meet their demand.

23                   I think Joe made reference to the fact  
24           that in Hayward there are four different prefixes  
25           assigned to this area, that's 40,000 numbers that

Transcript of Proceedings, 9/20/2007  
Volume VII

1 cannot be used anyplace, and its caused a huge  
2 problem with stranded numbers. I think according to  
3 a recent FCC report they're in the neighborhood of  
4 about 3 million numbers in the 715 area code that  
5 are stranded and can't be used anyplace else because  
6 they reside within a provider's numbering inventory  
7 and they have not yet been assigned to an end user  
8 in those territories.

9 So about 18 months ago I started working  
10 with a cellular provider on a case by case basis.  
11 They contact me about once a month, they give me a  
12 list of rate centers that they're looking to expand  
13 their territory into, and on a case by case basis  
14 I've contacted providers that hold numbering  
15 resources in those rate centers, and we have been  
16 phenomenally successful in recovering numbering  
17 resources.

18 And the Commission, both from the  
19 Commissioners' standpoint and from my personal  
20 standpoint, we have been so delighted by industry's  
21 willingness to make these voluntary donations and  
22 we've saved the assignment of dozens of prefixes  
23 across the state because, as providers make these  
24 voluntary donations, the cellular provider has been  
25 able to go in and take one or 2,000 blocks instead

Transcript of Proceedings, 9/20/2007  
Volume VII

1 of having the full prefix.

2 And when we saw how successful this was on  
3 such a limited basis, we felt that this was a very  
4 good conservation measure to look at on a long-term  
5 basis. And so last fall, in September of 2006, we  
6 went ahead and contacted Neustar and asked that all  
7 of the rate centers be changed from excluded from  
8 pooling to optional pooling, and it didn't do  
9 anything at that time to change a provider's  
10 obligation to pool; however, it made it much easier  
11 for anybody who chose to make a voluntary donation  
12 to do it.

13 And in July of '07 we sent a letter to  
14 industry asking everybody to take a look at the  
15 numbering resources that they hold and make  
16 voluntary donations because we believe strongly that  
17 any effort that we can make to find ways to  
18 effectively use the numbers we already have and to  
19 preserve the numbering resources that we have in the  
20 state, that it benefits everybody long-term.

21 And while we did get some very limited  
22 donations and we were appreciative of the few  
23 providers that were willing to do it, for the most  
24 part no providers came forward, I shouldn't say a  
25 significant number of providers did not come forward

Transcript of Proceedings, 9/20/2007  
Volume VII

1 on a voluntary basis nor did I receive one phone  
2 call from industry with any questions about how they  
3 might be able to do it or what benefit may occur  
4 from that.

5 Well, in the meantime, the Commission had  
6 petitioned the Federal Communication Commission  
7 seeking delegated authority to mandate pooling in  
8 the 715 and 920 area codes because both of these  
9 area codes are running out of numbers. We met  
10 federal criteria to have this authority delegated to  
11 us.

12 So the notice that was issued on Monday  
13 went out for anybody to give comments on what  
14 technical concerns you have, what kind of  
15 implementation issues there might be so, when the  
16 Commission makes a final decision on mandatory  
17 pooling, we wanted to get an input from industry  
18 about the concerns. Information that we've been  
19 able to get from the pooling administrator suggests  
20 that the vast majority of providers in the 715 Area  
21 Code are technically able to pool, and we believe  
22 strongly that it's a smart business decision for  
23 everybody.

24 As Joe said, we won't know until after  
25 mandatory pooling is implemented, if it is, and it

Transcript of Proceedings, 9/20/2007  
Volume VII

1           may be six months to a year before we know the full  
2           impact on whether or not we gain life on the 715  
3           Area Code, but in my personal opinion I feel  
4           strongly that this is a good thing to do because, if  
5           we gain life on the 715 Area Code, it benefits  
6           everybody. It doesn't mean that we'll never have to  
7           provide relief, but if we can postpone having to do  
8           it, it's better for consumers, it's better for  
9           industry, and it gives a longer planning time to be  
10          able to implement the relief.

11                       And even if it doesn't give us a huge  
12          impact on the life of the 715 Area Code, I think  
13          long-term, as you look at the new technologies that  
14          are introduced and the demand for telephone numbers  
15          and the new competitive providers, I think it makes  
16          good sense that this is implemented so that even  
17          when the new area code is implemented it hopefully  
18          will provide a much longer life under the relief  
19          options that are there.

20                       Sorry for the very long answer by the way.

21                       MR. CARTER: I guess I can't help but  
22          responding a little bit. I think some of it comes  
23          down, and that's just from me personally as an  
24          individual, not necessarily as a manager of a phone  
25          company, it's the community type issue. You know,

Transcript of Proceedings, 9/20/2007  
Volume VII

1           634 was the prefix for Hayward, and you start giving  
2           away those numbers and a new technology comes and  
3           Cheqtel is actually CLECing so we're using a  
4           different prefix, but historically there was always  
5           an advantage having that prefix because that was  
6           your community.

7                       MS. DINGMAN: It gave an identify.

8                       MR. CARTER: Yep. So we're losing that a  
9           little bit in the rural area, and I think that's a  
10          little bit of the resistance from the providers  
11          saying, well, now if there's a new service here, be  
12          it VID or cellular or the land based companies can  
13          get into it, you know, now we're giving up our  
14          identity in that community because if we say we got  
15          800 numbers now and we can get by with a thousand,  
16          well what happens in five years from now that a new  
17          technology comes out and now we're not going to have  
18          the 634 number, we're going to have, you know, 934.

19                      And I think that's disappearing as we go  
20          forward because of the cellular and whatever, but I  
21          think historically and I think in the last few years  
22          we've only had the technical know as far as the  
23          switches to be able it do what you're saying because  
24          it's a lot more expensive, you know, for our CO guys  
25          and our software providers to be able to say you

Transcript of Proceedings, 9/20/2007  
Volume VII

1 dial 634 or 715-634-2000 it stays here but if you  
2 dial 2001 it goes to Racine or, well, they're not in  
3 the 715 but it goes to some other community.

4 MS. BAKKE: Right. What would you say, do  
5 you by chance have any idea of what the population  
6 is in Hayward right now? Just a fast guess.

7 MR. MATTSON: The city alone is about  
8 2,000.

9 MS. BAKKE: About 2,000 people.

10 MR. CARTER: But the lines out of center  
11 are a lot more than that.

12 MR. MATTSON: The surrounding area  
13 probably goes 15 or a little better.

14 MR. CARTER: I think 16,000 access lines  
15 were out of Hayward.

16 MS. BAKKE: So if there's a population of  
17 about 2,000 people in Hayward and maybe 3,500 people  
18 including the surrounding areas and there are 40,000  
19 numbers assigned to this prefix, it speaks a lot to  
20 why we're running out of numbers in the 715 Area  
21 Code. And certainly not in any way to diminish the  
22 comments that you made, but I think when you look at  
23 those numbers, that's a lot of extra numbers that  
24 are sitting with providers. And if a new cellular  
25 provider, for example, were coming in here and there

Transcript of Proceedings, 9/20/2007  
Volume VII

1           weren't numbers available in the pool for them to  
2           take, that means another 10,000 numbers get assigned  
3           here. And out of the 2,000 people in Hayward, you  
4           know not every single customer will sign up for  
5           service there, that leaves an awful lot of numbers  
6           that can never be used anyplace else so I think it's  
7           at least an important issue to explore.

8                   MR. CARTER: I'll throw one thing else  
9           out, too. You get rid of EAS and EKC and then we  
10          can take one number and carry it over multiple  
11          communities, for instance 634, can be used in Spider  
12          Lake or the other towns out of the switch center  
13          because then you don't have those calling patterns.

14                   I mean like us, we have 13 exchanges, we  
15          have 13 different NXXs. We could probably get by  
16          with one NXX but we got to have the 13 because of  
17          the different calling patterns.

18                   MS. BAKKE: So are you suggesting rate  
19          center consolidation in the northern part of the  
20          state?

21                   MR. CARTER: I guess personally I wouldn't  
22          mind. I don't know what it does financially. I got  
23          to go back and talk to my consultants on that. You  
24          jump too quick on that one, too.

25                   MS. BAKKE: But we really do appreciate

Transcript of Proceedings, 9/20/2007  
Volume VII

1           you bringing those kinds of ideas forward.

2                   MR. CARTER: But I mean we've talked about  
3           if it's like we'll be giving back some numbers, I  
4           know we will, but you know the community thing is a  
5           big thing, Northern Wisconsin like every other  
6           place, and that's the issue you get into a little  
7           bit with having multiple numbers, you know, and like  
8           you say four NXXs in Hayward, you know, most people  
9           don't realize there's that many out there.

10                   MS. BAKKE: Right. Well, thank you for  
11           taking the time to speak with us today.

12                   MS. DINGMAN: Is there anybody else who  
13           would like to speak?

14                   MR. MATTSON: Thomas MATTSON, I live right  
15           here in Hayward. My own phone system is a cell  
16           phone, I got a 492 prefix, and if I call 634 prefix,  
17           that's CenturyTel, or 638, I can just use the 7  
18           digit number, but if I call 634 Cheqtel number or a  
19           934, then I have to use the whole -- all 10 numbers.

20                   MS. DINGMAN: But you can dial seven  
21           digits on your cellular?

22                   MR. MATTSON: Yes. For the 634 or 638 in  
23           the -- in the CenturyTel system, but if I go to a  
24           634 prefix in the Cheqtel system.

25                   MS. DINGMAN: Right.

Transcript of Proceedings, 9/20/2007  
Volume VII

1 MR. MATTSON: Then I have to dial the 10  
2 numbers.

3 MR. CARTER: That's because 492 is an Eau  
4 Claire number, you need to switch your cell number  
5 to the Hayward cellular number, then you wouldn't  
6 have to do that. 492 was the only number available,  
7 but it's now out of the Eau Claire All Tel switch  
8 and there is a local number for Hayward if I'm  
9 right.

10 MR. MATTSON: 558 is the local on cell  
11 phones around here, around the area. When I first  
12 got mine, I wasn't happy with the 558 so I switched  
13 to 492.

14 MS. DINGMAN: Uh-huh. And, I'm sorry, for  
15 our court reporter could you spell your name?

16 MR. MATTSON: Thomas Mattson, M A T T S O  
17 N.

18 MS. DINGMAN: Thank you very much.

19 Anybody else?

20 (No response.)

21 MS. DINGMAN: I'd like to remind you about  
22 the comment form over here. If you'd like to fill  
23 that out before you leave, that's great, otherwise  
24 it will tell you other ways you can send comments  
25 in.

Transcript of Proceedings, 9/20/2007  
Volume VII

1                   Other than that, we'd like to thank you  
2                   very much for coming out to this public hearing.  
3                   This really is important and we appreciate it very  
4                   much.

5                   Thank you.

6                   (The hearing concluded at 1:50 p.m.)

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Transcript of Proceedings, 9/20/2007  
Volume VII

1 STATE OF WISCONSIN )

2 MILWAUKEE COUNTY )

3

4 I, JENNIFER M. STEIDTMANN, RPR, CRR, Registered  
5 Professional Reporter, Certified Realtime Reporter, with  
6 the firm of Gramann Reporting, 710 North Plankinton  
7 Avenue, Suite 710, Milwaukee, Wisconsin, do hereby certify  
8 that I reported the foregoing proceedings had on  
9 September 20, 2007, and that the same is true and correct  
10 in accordance with my original machine shorthand notes  
11 taken at said time and place.

12

13

14 \_\_\_\_\_  
Jennifer M. Steidtmann

15 Registered Professional Reporter

16 Certified Realtime Reporter

17

18 Dated this 25th day of September, 2007.

19 Milwaukee, Wisconsin.

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Transcript of Proceedings, 9/20/2007  
Volume VII

## I N D E X

| WITNESS | EXAMINATION | PAGE |
|---------|-------------|------|
|---------|-------------|------|

|                                 |  |     |
|---------------------------------|--|-----|
| WILLIAM HADDICK, PUBLIC WITNESS |  | 107 |
|---------------------------------|--|-----|

|                              |  |  |
|------------------------------|--|--|
| DIRECT TESTIMONIAL STATEMENT |  |  |
|------------------------------|--|--|

|                             |  |     |
|-----------------------------|--|-----|
| DAVE CARTER, PUBLIC WITNESS |  | 110 |
|-----------------------------|--|-----|

|                              |  |  |
|------------------------------|--|--|
| DIRECT TESTIMONIAL STATEMENT |  |  |
|------------------------------|--|--|

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## E X H I B I T S

| NUMBER | DESCRIPTION | MARKED | ADMITTED |
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|  | NONE |  |  |
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